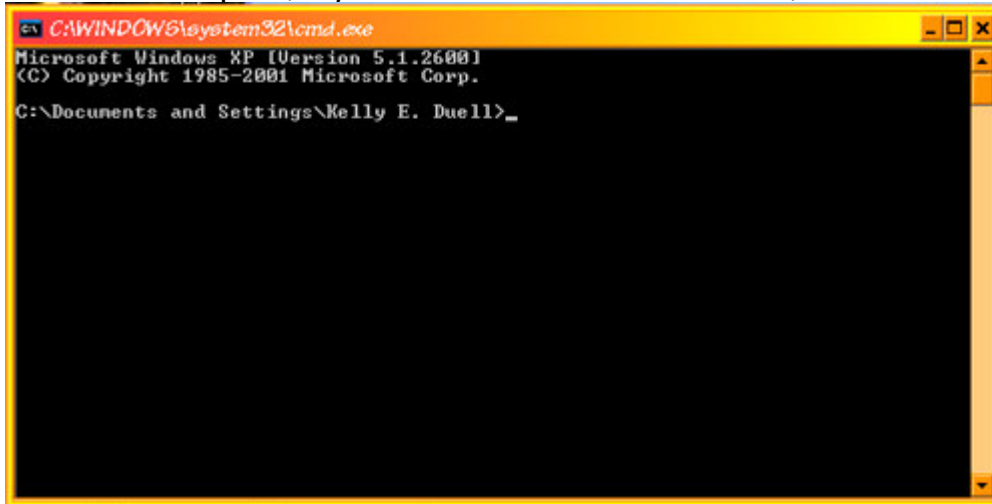


## Linksys & Road Runner Connection

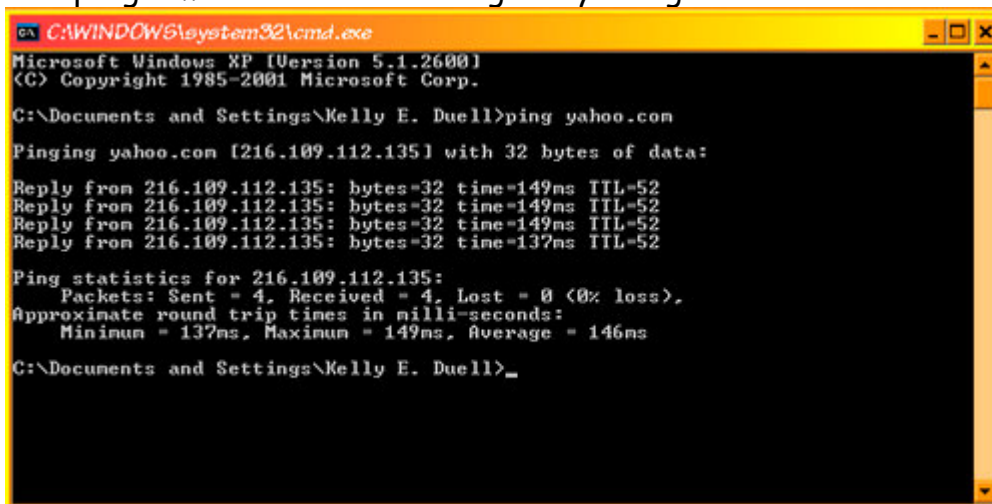
### Internet not working; can't get a connection:

1. START.
2. Click on Run.
3. A small box will open; type in: cmd & click OK.
4. This box will open (may have a different color frame):



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\Kelly E. Duell>_
```

5. Next to the > type: ping [www.yahoo.com](http://www.yahoo.com) <enter> (that means hit your enter key).
6. The program should start running and you'll get a box that looks like this:



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\Kelly E. Duell>ping yahoo.com
Pinging yahoo.com [216.109.112.135] with 32 bytes of data:
Reply from 216.109.112.135: bytes=32 time=149ms TTL=52
Reply from 216.109.112.135: bytes=32 time=149ms TTL=52
Reply from 216.109.112.135: bytes=32 time=149ms TTL=52
Reply from 216.109.112.135: bytes=32 time=137ms TTL=52
Ping statistics for 216.109.112.135:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 137ms, Maximum = 149ms, Average = 146ms
C:\Documents and Settings\Kelly E. Duell>_
```

7. You want to ensure that there are no dropped replies; that it tells you that it is receiving replies from that address.
8. Next to the > type: ping 216.239.37.99 <enter> (that means hit your enter key).
9. Check for replies and dropped packets.
10. You'll get another prompt (>\_) in the box: type: netsh int ip reset log.txt <enter>. \*You won't see anything happening, but this is resetting your modem connection.
11. You'll get another prompt (>\_) in the box: type: tracert -d 216.239.57.99 <enter>.

12. The box will look like this:

```
Command Prompt
Minimum = 124ms, Maximum = 133ms, Average = 127ms
C:\Documents and Settings\Kelly E. Duell>netsh int ip reset log.txt
C:\Documents and Settings\Kelly E. Duell>tracert -d 216.239.57.99
Tracing route to 216.239.57.99 over a maximum of 30 hops
  0  10 ms    9 ms     9 ms   10.97.128.1
  1  9 ms     9 ms     9 ms   24.25.225.234
  2  31 ms    14 ms    24 ms  24.25.225.165
  3  13 ms    14 ms    23 ms  24.25.225.165
  4  65 ms    67 ms    63 ms  24.25.228.186
  5  80 ms    70 ms    *      66.109.3.173
  6  73 ms    79 ms    72 ms  66.109.0.21
  7  73 ms    73 ms    73 ms  66.109.3.197
  8  138 ms   230 ms   239 ms 198.32.176.31
  9  131 ms   124 ms   127 ms 209.85.130.8
 10  138 ms   131 ms   125 ms 64.233.174.81
 11  122 ms   131 ms   126 ms 216.239.57.99
Trace complete.
C:\Documents and Settings\Kelly E. Duell>
```

13. This traces the route and the time it takes to get to the website. Be sure to check to see if there are any dropped traces or the time is especially long.

14. You'll get another prompt ( >\_ ) in the box: type: ping -n 50 216.239.57.99 <enter>. (You can press the Escape Key to stop the search at any time).

15. The box will look like this:

```
Command Prompt
C:\Documents and Settings\Kelly E. Duell>ping -n 50 216.239.57.99
Pinging 216.239.57.99 with 32 bytes of data:
Reply from 216.239.57.99: bytes=32 time=123ms TTL=243
Reply from 216.239.57.99: bytes=32 time=124ms TTL=243
Reply from 216.239.57.99: bytes=32 time=123ms TTL=244
Reply from 216.239.57.99: bytes=32 time=123ms TTL=243
Reply from 216.239.57.99: bytes=32 time=121ms TTL=244
Reply from 216.239.57.99: bytes=32 time=125ms TTL=243
Reply from 216.239.57.99: bytes=32 time=123ms TTL=244
Reply from 216.239.57.99: bytes=32 time=122ms TTL=243
Reply from 216.239.57.99: bytes=32 time=135ms TTL=244
Reply from 216.239.57.99: bytes=32 time=126ms TTL=244
Reply from 216.239.57.99: bytes=32 time=131ms TTL=243
Reply from 216.239.57.99: bytes=32 time=125ms TTL=244
Reply from 216.239.57.99: bytes=32 time=139ms TTL=243
Reply from 216.239.57.99: bytes=32 time=124ms TTL=244
Reply from 216.239.57.99: bytes=32 time=125ms TTL=243
Reply from 216.239.57.99: bytes=32 time=134ms TTL=244
Reply from 216.239.57.99: bytes=32 time=125ms TTL=243
Reply from 216.239.57.99: bytes=32 time=125ms TTL=243
Reply from 216.239.57.99: bytes=32 time=130ms TTL=244
Reply from 216.239.57.99: bytes=32 time=124ms TTL=243
Reply from 216.239.57.99: bytes=32 time=124ms TTL=244
Reply from 216.239.57.99: bytes=32 time=124ms TTL=243
Reply from 216.239.57.99: bytes=32 time=124ms TTL=244
Reply from 216.239.57.99: bytes=32 time=125ms TTL=244
Reply from 216.239.57.99: bytes=32 time=121ms TTL=243
Reply from 216.239.57.99: bytes=32 time=128ms TTL=244
Reply from 216.239.57.99: bytes=32 time=125ms TTL=244
Reply from 216.239.57.99: bytes=32 time=122ms TTL=243
Reply from 216.239.57.99: bytes=32 time=125ms TTL=244
Reply from 216.239.57.99: bytes=32 time=125ms TTL=243
Reply from 216.239.57.99: bytes=32 time=122ms TTL=244
Reply from 216.239.57.99: bytes=32 time=132ms TTL=243
Reply from 216.239.57.99: bytes=32 time=126ms TTL=244
Reply from 216.239.57.99: bytes=32 time=125ms TTL=243
Reply from 216.239.57.99: bytes=32 time=127ms TTL=243
Reply from 216.239.57.99: bytes=32 time=122ms TTL=244
Reply from 216.239.57.99: bytes=32 time=125ms TTL=243
Reply from 216.239.57.99: bytes=32 time=123ms TTL=244
Reply from 216.239.57.99: bytes=32 time=122ms TTL=243
Reply from 216.239.57.99: bytes=32 time=125ms TTL=244
Reply from 216.239.57.99: bytes=32 time=123ms TTL=243
Reply from 216.239.57.99: bytes=32 time=125ms TTL=244
Reply from 216.239.57.99: bytes=32 time=126ms TTL=244
Reply from 216.239.57.99: bytes=32 time=123ms TTL=243
Reply from 216.239.57.99: bytes=32 time=126ms TTL=244
Reply from 216.239.57.99: bytes=32 time=130ms TTL=243
Reply from 216.239.57.99: bytes=32 time=125ms TTL=244
Reply from 216.239.57.99: bytes=32 time=123ms TTL=243
Reply from 216.239.57.99: bytes=32 time=124ms TTL=244
Reply from 216.239.57.99: bytes=32 time=126ms TTL=243
Reply from 216.239.57.99: bytes=32 time=124ms TTL=243
Ping statistics for 216.239.57.99:
    Packets: Sent = 50, Received = 50, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 121ms, Maximum = 139ms, Average = 125ms
C:\Documents and Settings\Kelly E. Duell>
```

16. This traces the route and the time it takes to get to the website. Be sure to check to see if there are any dropped traces or the time is especially long.
17. If all is well, no dropped traces, and no time outs; then close out of the Run:cmd program/box.
18. Try opening your internet connection. If it works, then you're pau! If not...see below.

### Still can't open your internet connection:

To Reboot Cable:

1. Turn off the computer completely.
2. Unplug the modem from the electrical outlet.
3. Unplug the Wireless Router (Linksys) from the electrical outlet.
4. Wait one (1) minute.
5. Plug the modem back in; wait until the cable light is solid (not flashing).
6. Plug in the Wireless Router (Linksys); wait until the Link light is solid & the 1<sup>st</sup> row on the left-side is solid.
7. Turn the computer back on.

\*This should do the trick!

### Email Set-up:

Incoming (POP) mail: pop-server.hawaii.rr.com

Outgoing (SMTP) mail: smtp-server.hawaii.rr.com

Account Name: email username without the @hawaii.rr.com or /pop-server.hawaii.rr.com

Password: password created for the email username

## Still need further assistance:

**Road Runner Tech Support:** (don't even bother with the local folks; they can't help you) 1-800-228-6604.

Other information you might need:

Subnet Mask: 255.255.255.0 or 255.255.248.0

Default Gateway: 192.168.1.1 or 66.91.0.1

To see your IP Address: START; RUN; cmd; >\_ipconfig/all <enter>

You'll get this box:

```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\>ipconfig/all

Windows IP Configuration

    Host Name . . . . . : 
    Primary Dns Suffix . . . . . : 
    Mode Type . . . . . : Hybrid
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No
    DNS Suffix Search List. . . . . : hawaii.rr.com

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : hawaii.rr.com
    Description . . . . . : 
    Physical Address. . . . . : 
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . : Yes
    IP Address. . . . . : 
    Subnet Mask . . . . . : 
    Default Gateway . . . . . : 
    DHCP Server . . . . . : 
    DNS Servers . . . . . : 
    Lease Obtained. . . . . : 
    Lease Expires . . . . . : 

C:\Documents and Settings\>
```

\*Look for the information specific to your computer, connection, etc. where the white boxes are in the above image.

**Linksys Tech Support Service:** 1-800-326-7114 or 1-800-607-3700 or 1-949-823-3000.

Be sure to have the following information handy when calling them:

1. Model Name: (Wireless Access Point Router).
2. Model #: (BEFW11S4).

If you get on-line, you'll need to fill out a form:

1. Host Name: (hppav)
2. LAN IP Address: (192.168.1.1)
3. Wireless: (enabled)
4. SSID: (linksys)
5. Broadcast: (yes)
6. WEP: (yes)
7. Option: (IP Automatically)